

**NC DEPARTMENT OF CRIME CONTROL & PUBLIC SAFETY**  
**Information Technology Job Family**  
**IT Executive Competencies**

**Description of Work:** The IT Executive is responsible for the leadership of a professional IT staff across the organization and the management of various monetary and technical resources assigned to multiple divisions for the purpose of providing support to division's customers. The executive facilitates recruiting, mentoring, counseling of IT directors within multiple divisions. Further, the executive provides leadership for professional growth and development of IT directors and their staff. The executive may employ a number of strategies for supervising IT directors and may supervise senior staff directly and/or occasionally through another IT director; day-to-day tasks are delegated to IT directors, IT managers and self-directed staff.

The executive understands technology used in multiple division's and its relationship within the entire enterprise. The executive is responsible for planning and directing IT activities across the organization. S/he is responsible for final IT budget oversight and planning, providing input to directors regarding direction of work within divisions, and actively leads directors in the development of strategic direction for the organization. The executive enforces operational standards across the organization.

<b>Functional</b>	<b>Contributing</b>	<b>Journey</b>	<b>Advanced</b>
<b><i>Planning and Organizing</i></b>	Plans and implements the delivery and improvement of services, staffing and resources. Actively provides oversight to multiple divisions.	Plans and implements the delivery and improvement of services, staffing and resources, some of which may be at a higher, more organizational level.	Directs higher-level planning, organizing and staffing. May coordinate plans directly or through directors. Leads strategic planning.
<b><i>Operational Leadership</i></b>	Contributes to operational direction of the organization. Fosters environment that promotes open communication among directors, managers, and clients.	Utilizes experience and judgment to plan and accomplish goals. Measures accomplishments against organizational objectives. Fosters environment that promotes open communication among directors, managers, and clients.	Defines business strategies for the enterprise's mission and vision. Fosters environment that promotes open communication among directors, managers and clients.
<b><i>Technical Leadership</i></b>	Possesses and applies expertise in technical area to direct organization. Extracts and applies technical concepts to problem solving.	Possesses and applies expertise in technical area to direct organization. Enhances organization capabilities through acquisition and application of new technologies.	Demonstrates vision and ability to proactively plan, implement and forecast for organizational success. Leads strategic planning with directors and senior management.
<b><i>Employee Development</i></b>	Assesses director and manager skills and manages performance management processes. Demonstrates competence to coach.	Coaches and promotes the enhancement of directors and managers as appropriate to needs of organization. Manages resources	Possesses and applies expertise in mentoring, coaching, conducting annual performance reviews, and managing total skill set of the

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Functional	Contributing	Journey	Advanced
	Promotes the career path of directors and managers within the specified job family.	effectively to provide for director and manager training and growth.	organization. Actively seeks resources and opportunities for director and manager training and growth.
<b><i>Project Management</i></b>	Manages technical projects, primarily of division and agency scale.	Manages multiple technical projects, primarily of division and agency scale.	Manages technical projects, primarily of organizational / enterprise scale. Oversees and manages all organizational projects.
<b><i>Consultancy Skills</i></b>	Consults with senior-level executives, directors and vendors to facilitate solutions using new or existing technologies. Understands organizational needs and resource limitations. Builds ongoing partnerships with senior executives and division directors. Meets with senior-level executives to discuss alternative technical solutions. Able to convey technical information to senior-level executives to promote understanding of relevant issues. Conducts follow-up where appropriate to ensure senior-level executive satisfaction.	Consults with senior-level executives, directors and vendors to facilitate division-level solutions using new or existing technologies. Understands the clients' needs and resource limitations through discussions with clients. Builds ongoing partnerships with clients. Meets with senior-level executives to discuss alternative technical solutions. Able to convey technical information to senior-level executives to promote understanding of relevant issues. Conducts follow-up where appropriate to ensure senior-level executive satisfaction.	Consults with senior-level executives, directors and vendors to facilitate enterprise-level solutions using new or existing technologies for long-term organizational strategy. Understands the clients' needs and resource limitations through discussions with clients. Builds ongoing partnerships with clients. Meets with senior-level executives to discuss alternative technical solutions. Able to convey technical information to senior-level executives to promote understanding of relevant issues. Conducts follow-up where appropriate to ensure senior-level executive satisfaction.

#### **MINIMUM TRAINING AND EXPERIENCE:**

Graduation from a four year college or university with a degree in information technology, engineering, telecommunications, computer science, or a field closely related to the nature of the position and ten years of progressive experience in the field of information technology which has included some supervisory or management experience. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

One year of additional experience is generally required to progress beyond the minimum level.

Degrees must be received from appropriately accredited institutions.

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